

FREQUENTLY ASKED QUESTIONS

Question 1: What do I do with the pink forms (DD Form 1840) the moving company gave me?

Answer: You have 70 calendar days from the date of delivery of your household goods to write down any missing or damaged items on the DD 1840R side of the pink form and turn it in to the Claims Office. It is VERY IMPORTANT that you do so. If you don't report an item within 70 days, you will not be paid for that item. This reporting period complies with contractual requirements between the Army and the moving companies. If the notice is timely, we can collect the money we pay you from the moving company. If it is not, we must deduct from your payment the amount we could have recovered from the moving company. This may mean that you will probably not be paid for your claim.

Question 2: How long do I have to file my household goods claim?

Answer: You have TWO YEARS from the date you received your goods, not from the date you filed your 1840R, to file your claim against the government if you have turned in your notice of damaged items on DD Form 1840/1840R to a military installation's claims office within the initial 70 days. This two-year requirement is established by law. It cannot be waived.

Question 3: Didn't I already file a claim when I submitted my 1840R?

Answer: No, the mandatory submission of your 1840R within 70 days simply puts the carrier on notice of your intent to file the claim. You have two years from the date of delivery to actually file the claim with the claims office.

Question 4: I submitted my DD Form 1840/R within 70 days. If I am within 70 days and I find another item broken, may I claim it?

Answer: Call the claims office and an addendum can be made over the telephone. Remember, this must be within 70 days

Question 5: I had multiple deliveries of my household goods? When is my 1840R due?

Answer: Each delivery should be treated separately. Therefore, when you receive a partial delivery, a 70 day statute of limitations begins on that date of delivery. You should turn a pink form in documenting the damage within 70 days of the first delivery. When you receive your second delivery another 70 period begins for the goods in that shipment and a second pink form should be filed within 70 days of the date of the second delivery.

Question 6: What do I do if I don't have my inventory or government bill of lading?

Answer: The moving company (carrier) normally gives you a copy of your inventory when your household goods are picked up. It is your responsibility to retain this and provide it to us. If you do not have one, you should contact the moving company that delivered your goods. They may have a copy. The transportation office does not have a copy of your inventory, but they will have a copy of your government bill of lading.

Question 7: When do I have to get an estimate of repair and who pays for it?

Answer: Estimates of repair are required for all repairs over \$100.00. In addition, ALL electronic items with internal damages must have estimates of repair. The estimate for electronic items must state a basis for believing the claimed damage is due to shipping. The claims office has an additional Electronic Repair Form that must be completed by the repair firm. [Insert link to electronic form](#). If you paid for an estimate, it is reimbursed as part of your claim unless the estimate fee is applied to the eventual repair of the item.

Question 8: Does the claims office have a list of repair shops in the local area?

Answer: Yes, please see our list of local repair shops. [Insert link to referral list](#)

Question 9: Can I dispose or repair my property? What if I need to repair an emergency item for use before the claim is settled?

Answer: No, you should not dispose of or repair any property unless instructed to do so by the claims office. You may repair an emergency item, ie washer/dryer, refrigerator, or bed, before the claim is settled. If you do so, be careful to ensure that the repair form explains that the damage was due to shipment. Please contact the claims office for advice on this situation.

Question 10: How do I find a replacement cost for my broken items?

Answer: Replacement costs should be presented for missing or totally destroyed items. They should be for items similar in quality and type to what you owned. You can use commercial catalogs, AAFES, local department and furniture stores, or Internet sites to establish the value. Ask store personnel to prepare a written replacement cost estimate or copy a page from a catalog.

Question 11: My computer was working before I shipped it, but it doesn't work now. Will the Army pay for it to be repaired?

Answer: DA Pam 27-162, paragraph 11-14d(3), provides that damage resulting from manufacturing defects or normal wear and tear is not compensable. Computers often stop working due to mechanical defects there is no external damage to the item. In the absence of evidence that suggests rough handling, such as smashed or broken circuit boards, there is no basis for payment. The estimate must adequately describe the damage and explain why the repairperson believes that the damage occurred in a move.

Question 12: Why do you depreciate my property?

Answer: The Army claims system is designed to replace the property you lost based on actual value at the time of loss as prescribed by federal law. The U.S. Army Claims Service sets the rates of depreciation we use based on the type of property involved. Most items lose value due to use, advances in technology or changes in fashion. On domestic shipments, it is possible to buy replacement cost insurance for your shipment through your carrier from the Transportation Office when you arrange for your move. If you do so, you must file a claim directly with the moving company. You may also be able to obtain full replacement cost coverage from your private insurance company.

Question 13: What is my recourse for high value items?

Answer: No compensation will be allowed for any type of money, including coin collections, lost in shipment or storage. Other forms of high value items, such as jewelry will require substantial proof of ownership and value. Therefore, it is recommended that you hand carry all high value items.

Question 14: Do I have an appeal right if I am not happy with the amount?

Answer: If you are not satisfied with the explanation, you may ask for a formal reconsideration of your claim. You must request reconsideration within 60 days of final action taken. The request must be in writing to the claims office. The request should state why you are due additional compensation and provide any additional documentation or other evidence supporting your position.

Question 15: Must I file a claim first with my private insurance company?

Answer: If you have a private insurance policy that may cover all or part of your loss, you DO NOT HAVE TO FILE with your private insurance company before you can be paid by the Army, if your claim is for a loss or damage to your personal property while it was being transported or stored at government expense. However, if you purchased the full replacement protection from your transportation office, you must submit a claim to the carrier first, and the carrier may choose to repair or replace items rather than pay money to you.

Question 16: Must I allow the carrier to enter my home to inspect my property?

Answer: Yes. The carrier has inspection rights, so you must allow an inspection. The carrier, however, must arrange for the inspection at a time that is convenient for you.

Question 17: Can I file a claim for my television if it is damaged by a power surge in my on post quarters?

Answer: Storms, power surges, and power outages are not unusual occurrences, and damage caused by such incidents is normally not compensable. Claims that electrical or electronic devices were damaged by a power surge may be paid when lightning has actually struck a soldier's quarters or objects outside it, such as the transformer box, or when power company records or similar evidence show that a particular residence or group of quarters were subjected to an unusually intense power surge. However, it is virtually impossible to distinguish damage caused by a mechanical defect from surge damage by inspecting the item; therefore, a repair firm's statement or a soldier's honest belief that the loss occurred as a result of a power surge during a storm may not be sufficient to show what caused the damage. Moreover, in this area, which is subject to frequent thunderstorms, soldiers are expected to use a surge suppressor to protect electronically delicate items such as computers, televisions and videocassette recorders.

Question 18: Can I file a claim if my car is vandalized on post?

Answer: If you can show, by clear and convincing evidence, that the vandalism occurred on post, you can be paid for the damage to the extent it is not covered by your own insurance. There is a regulatory presumption that the damage did not occur on the installation. As a result, you must be able to prove by evidence that the incident occurred on post. You must always report these incidents to the military police and obtain a copy of their report.

Question 19: If my car is hit by another car that leaves the scene of the accident, can I be paid if I can prove it happened on Fort Sam Houston?

Answer: Hit and run accidents are not compensable under the Army claims system because they are not considered to be unusual occurrences within the meaning of AR 27-20. Similarly, damage to vehicles caused by shopping carts or animals are not compensable, because they are not considered to be unusual occurrences.

Question 20: Another soldier stole my personal belongings. He got an Article 15, but he won't give me back my property. What can I do?

Answer: You can file a claim under the provisions of Article 139, UCMJ. This law provides that those soldiers found to be responsible for taking or willfully damaging the property of others can be forced to pay the victim of their illegal acts. Once the claim is presented, an investigating officer (IO) is appointed by the brigade commander of the accused soldier. The IO investigates the circumstances of the incident and makes a recommendation to the commander as to the disposition. If the brigade commander determines a soldier wrongfully took or willfully damaged the property of another, he can order the value of the property taken from the pay of the offender and given to the victim. If you wish to initiate an Article 139 Claim, please come to the claims office to pick up a packet of information.